

Energy Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

January 2019

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Energy Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
ELC217	Apple Valley Choice	Billing	High Bill	1
Apple Valley Choice Total				1
ELC204	Clean Power Alliance	Policy and Practices	Abusive Marketing	1
Clean Power Alliance Total				1
ELC201	East Bay Community Energy	Billing	High Bill	2
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	2
East Bay Community Energy Total				5
ELC933	Liberty Utilities (CalPeco Electric) LLC	Policy and Practices	Safety	1
Liberty Utilities (CalPeco Electric) LLC Total				1
ELC200	Monterey Bay Community Energy	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	1
Monterey Bay Community Energy Total				2
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Bill Adjustment	1
		Billing	Bill Not Received	2
		Billing	Disputed Customer of Record	2
		Billing	High Bill	24
		Billing	Other Charges	4
		Billing	Payment Arrangements	6
		Billing	Payment Error	1
		Policy and Practices	Safety	8
		Policy and Practices	SMART METER	2
		Public Purpose Programs	CARE Recertification	1
		Public Purpose Programs	Net Energy Metering (NEM)	4
		Service	Delayed Orders/Missed Appointments	9
		Service	Disconnection Non Payment	1
		Service	Outage	5
		Service	Refusal To Serve	3
Pacific Gas & Electric Company Total				73
ELC214	Pioneer Community Energy	Billing	High Bill	1
Pioneer Community Energy Total				1

Utility Code	Utility Name	Category	Subcategory	Count
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	Bill Not Received	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	4
		Billing	Other Charges	2
		Public Purpose Programs	CARE Recertification	1
		Public Purpose Programs	Net Energy Metering (NEM)	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
		Service	Refusal To Serve	1
San Diego Gas & Electric Company Total				14
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Backbilling	1
		Billing	Bill Adjustment	1
		Billing	Bill Not Received	8
		Billing	Deposits	3
		Billing	Disputed Customer of Record	6
		Billing	High Bill	11
		Billing	Meter Reading Issue	1
		Billing	Other Charges	1
		Billing	Payment Arrangements	2
		Billing	Payment Error	1
		Policy and Practices	Safety	2
		Public Purpose Programs	CARE Recertification	6
		Public Purpose Programs	Net Energy Metering (NEM)	3
		Service	Delayed Orders/Missed Appointments	5
		Service	Disconnection Non Payment	1
		Service	Outage	4
		Service	Refusal To Serve	2
		Service	Voltage Levels	2
Southern California Edison Company Total				60
GAS904	Southern California Gas Company	Billing	Bill Adjustment	1
		Billing	Deposits	1
		Billing	Disputed Customer of Record	2
		Billing	Estimated Billing	1
		Billing	High Bill	5
		Billing	Other Charges	2
		Billing	Payment Arrangements	2
		Policy and Practices	Safety	2
		Service	Delayed Orders/Missed Appointments	4
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
Southern California Gas Company Total				22
GAS905	Southwest Gas Corporation	Billing	High Bill	3
		Billing	Other Charges	1
Southwest Gas Corporation Total				4
Total ICs Sent ¹				184

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.